



G-Cloud 15 Service Definition

Accenture Talent Development

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accenture

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1.0 Scope of our services

This document describes the Accenture's Talent Development cloud offering, and should be read in conjunction with the associated G-Cloud 13 Services documentation.

Accenture offer a wide range of Talent Development services separately as part of a cloud strategy element or as part of a cloud implementation (e.g. Cornerstone, TalentLMS, iSpring etc) :

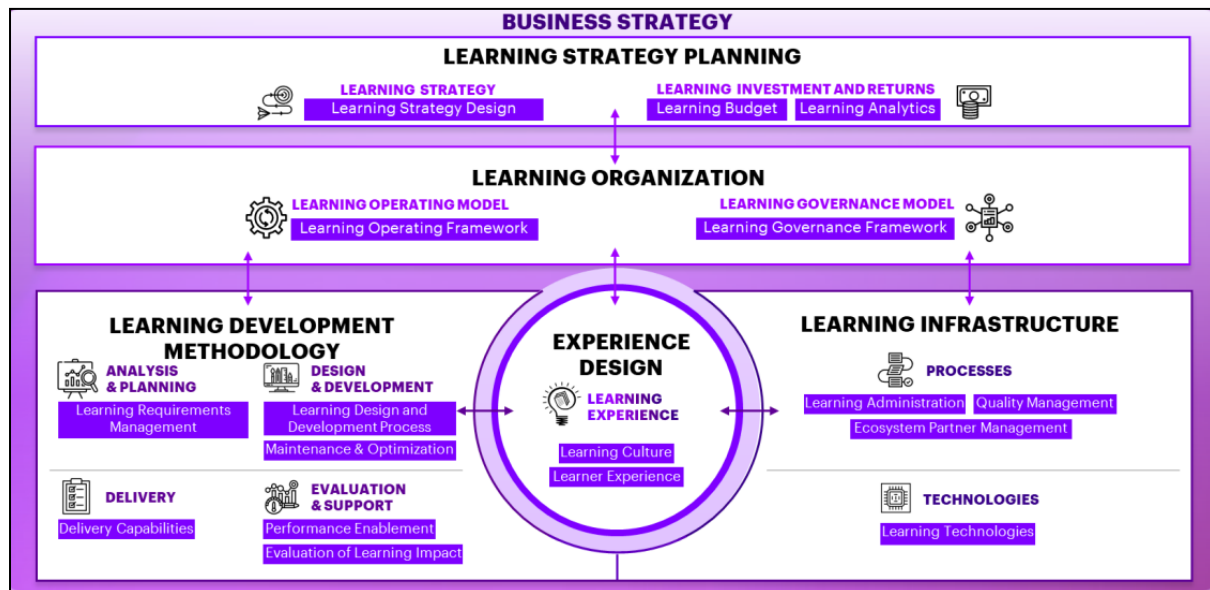


Figure 1: Accenture's Talent Development Services

A summary is provided below:

- **Learning Strategy Planning**

A learning Strategy sets out the workforce capabilities, skills, and competencies the organisation needs, and how they can be developed to ensure a sustainable, successful organisation. The Learning strategy has to reflect the overall business strategy and drive progress directly towards that. It must also align with the broad people strategy and align with other strategies (for example, recruitment). The core of the strategy will be meeting the organisation's performance needs through the development of its employees. We have an offering, Workforce Planning, in G Cloud which helps determine the workforce needs before moving into the talent development work.

- **Learning Organisation**

- Learning Operation Model: Accenture helps organisations design / redesign how they are set-up and structured to deliver learning, in line with the organisation's Business Strategy. We focus on three key areas when designing the operating model:
Intent: How the learning operating model impacted by and support the overall business strategy; the learning capabilities we are looking to dial up through the new operating model; and the principles that inform the overall learning function design.

Blueprint: Defining the right governance structure for learning; agreeing who will take the critical decisions within the function (e.g., learning investments); and defining the right metrics to measure the value of learning.

Detail: How we will identify and consolidate the shadow learning headcount across the organisation and assessing whether we have the skills, capabilities, and tools within the function to design innovative learning solutions.

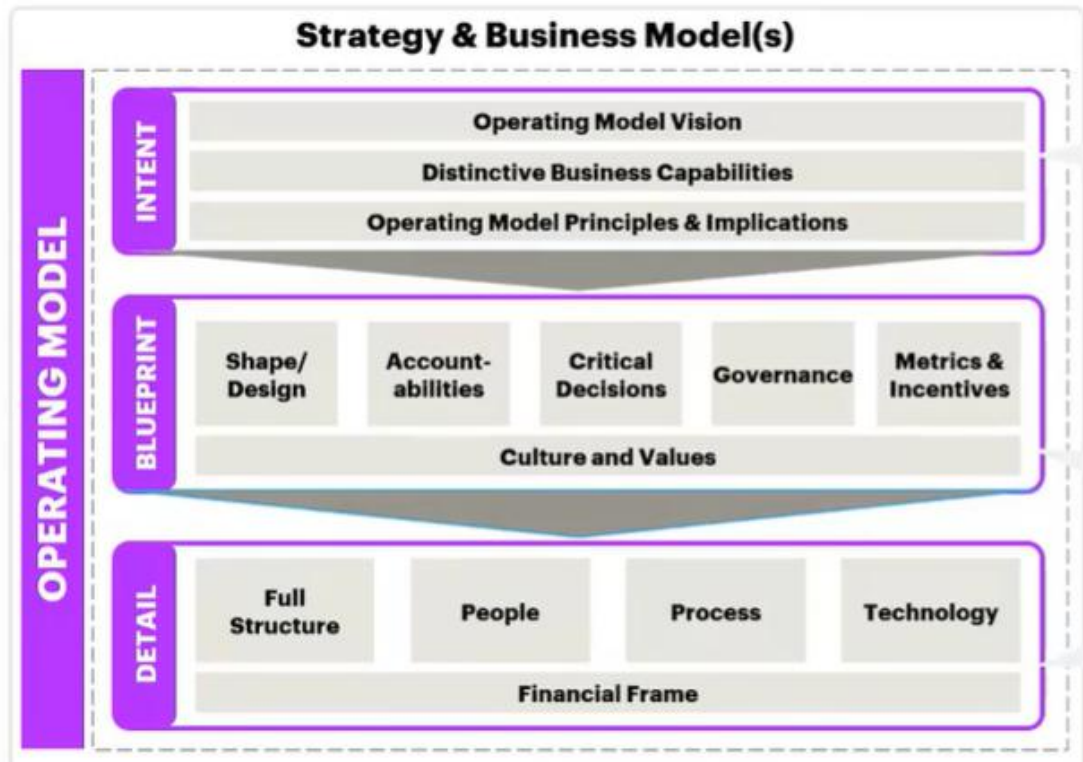


Figure 2: Accenture's Learning Operating Model

- Learning Governance Model: Supporting an organisation to define / redefine their talent development governance structure, with clear leadership and ownership, and drives all talent development initiatives and budgets centrally.

- **Learning Development Methodology**

The full scope of our support covers:

- **Analytics and Planning:** Accenture support organisations to manage their learning requirements through Talent Development Needs Assessments (identifying talent development needs based on business strategy and priorities, development of competency and skills frameworks, Design and development of assessment and development centres, development of individual learning and development plans); Demand and Curriculum Management (put in place a curriculum planning process for all workforces/roles, enabling the organisation to manages and monitors the demand for learning courses); and Training Logistics (supporting organisations to plan training sessions and delivery logistics, including training facilities, supported with cutting edge technologies). We bring technology including AI and pre-defined processes to aid the design of this phase

- **Design and Development:** Learning design and development process, maintenance, and optimisation – supporting organisations to use instructional design principles to come up with high level and detailed training design, which maps the talent development objectives to coverage of talent development assets; helping organisation to use instructional design strategies and tools and technologies to enable development of training intervention; and supporting organisations to update and maintain its talent development assets to cater to all necessary changes as well as constantly adapt talent development assets to learners needs.
 - **Delivery:** delivery capabilities including formal learning delivery (formal training delivery through a mix of traditional and digital learning approaches); informal talent development (approaches such as social learning, self-learning, peer-to-peer learning deliberately utilizing new training technologies (mobile learning, gamification, etc.)); and knowledge and collaboration (active knowledge sharing and collaboration between employees by adequate technology and managerial and operational activities).
 - **Evaluation and Support:** Managing talent and developing the culture – enabling employees to spend time on talent development interventions and creates good environment of capability development. Performance enablement - providing continuous point-of-need support to employees through a mix of technology and people support. Evaluation of learning using a feedback loop as part of delivery cycle to evaluate and improve learning interventions.
- **Experience Design**
 - Learning Experience: A learning culture is built on the concept that continuous learning is and should be a priority for the organisation. Building an effective learning culture enables an organisation to better serve and better utilise its most valuable resource – its people. We know that culture can enable transformation, but a learning culture can drive everything from a more engaged talent pool to impressive and sustained levels of innovation. Organisations that have a strong learning culture in place tend to significantly outperform their peers.

To create a culture of learning, organisations must pull levers and change behaviours at an organisational, leader and individual level:

Organisation: enable learning	Leaders: motivate people	Individuals: behaviours and mindset
• Credentialise & reward new skills • Create a purpose for growth • Value & recognise learning • Build learning into the flow of work and moments that matter • Drive personalised & adaptive learning • Use gamified & immersive methods • Create learning networks • Measure learning impact	• Provide feedback • Share success stories • Empower people to learn • Lead learning communities • Lead by example • Create a safe space • Teach & share knowledge • Role model learning	• Be open to experiments • Share knowledge & teach others • Develop curiosity • Be an advocate for learning • Receive & provide feedback • Invest time in learning • Learning broadly and deeply • Learning inside your work

A successful learning culture is underpinned by a best-in-class learner experience. In today's world, the way people experience content and learn has completely and fundamentally changed. Organisations need to respond to evolving learner needs.

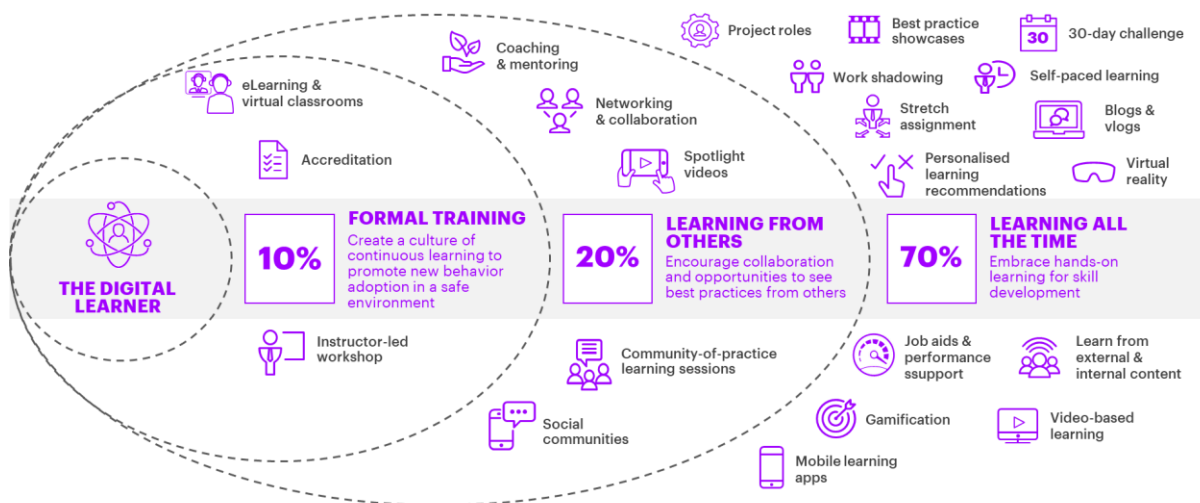


Figure 3: 70:20:10 Blended Learning Approach

• Learning Infrastructure

- **Processes:** Learning administration - managing the learning process in terms of learners and learning events, learning records with reporting, and learning assets. Vendor management – helping organisations reach their training goals by successful cooperation with vendors and suppliers of talent development services, assets, and tools.
- **Technologies:** Use of learning platforms – supporting organisations to leverage technological platforms to support and optimise the whole variety of talent development processes. Enhancing the learner experience by providing engaging talent development experiences based on deliberately selected technologies / approaches, and best practices of adult learning, with an ability to positively influence learners' skills. For example, we bring knowledge of Cornerstone implementations including hosting of software as well as the full end-to-end implementation support including testing and if needed hyper-care. Equally, as Cornerstone is a SAAS solution, we work with them in the technical aspects but they provide the hosting and support post go-live.

2.0 Approach

Method One Overview

Method One is Accenture's integrated shared methodology designed to unify and streamline the various approaches and methodologies previously used within the organization. It evolves and replaces all former Accenture methodologies into a single, cohesive framework, enabling practitioners to deliver their best work consistently. The framework is inspired by the versatility of Lego, allowing for the creation of transformative client solutions through interchangeable methods and deliverables.

Key Components of Method One

The Method One framework consists of five key components:

- **Method:** A set of high-level activities guiding the creation of logically related deliverables to achieve specific outcomes.
- **Deliverable:** The desired output produced by executing a specific set of tasks.
- **Standard Approach:** A predefined sequence of methods designed to address specific client challenges, including a roadmap, outcomes, technology options, and roles of client stakeholders.
- **Techniques:** Detailed guidance that supports the execution of deliverable steps, which are modular and adaptable across multiple deliverables.
- **Reference Standard:** Internal or external standards recommended by Accenture to create standard-focused deliverables.

Accessing Method One

Method One content is accessible through the Method One Library and the Method One Virtual Assistant, allowing practitioners to explore a comprehensive collection of methods, deliverables, and techniques tailored to their needs.

Development and Governance

All content within Method One has been developed by Accenture experts and is subject to a robust governance process to ensure it reflects the latest best practices and continuous improvement opportunities.

3.0 Benefits of our approach

Our approach brings several benefits:

- The ability to achieve cost savings (up to 35%).
- Enhanced learner experience to drive greater use of learning opportunities.
- Expertise in the latest thinking around talent development.
- Drive efficiency through standardisation.
- Increased retention by supporting employer of choice development.
- Improved employee experience.
- Accenture's proven Talent Development model drives accelerated implementation.
- Agnostic and market leading knowledge of Talent Development practices.
- User centric-design and modern change approaches deliver greater adoption (90%).
- Global reach and depth providing deep insight and knowledge.

4.0 Assets and Tools

At Accenture, we have a wide range of tools and platforms that we can leverage to support organisations with their Talent Development. The diagram below shows a sample of the ecosystem of technology that we have available:

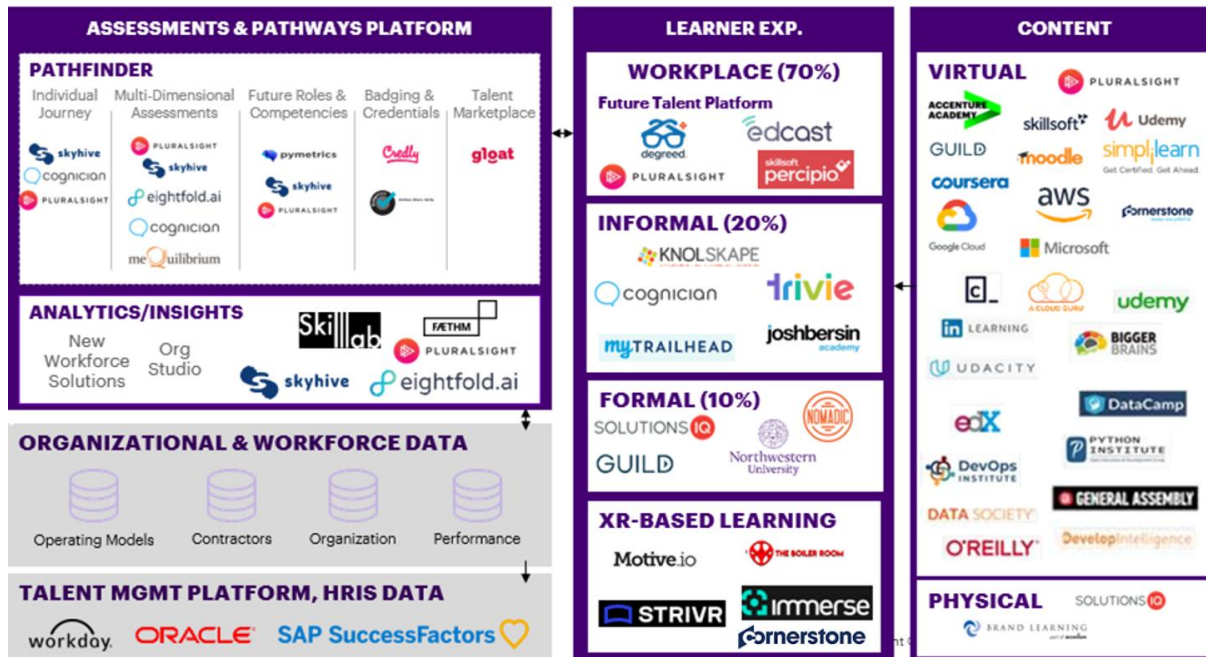


Figure 5: Accenture's Assets and Tools to support Talent Development

Figure 6 below, shows our change management framework which is part of the approach we take to embed new Talent Development solutions. This framework is nuanced and refined based on client need but brings tools and assets to help accelerate the programme and make sure there is greater engagement and buy-in to the final solution. This framework brings a number of tools and assets to aid buy-in, engagement and also help in defining the future vision.

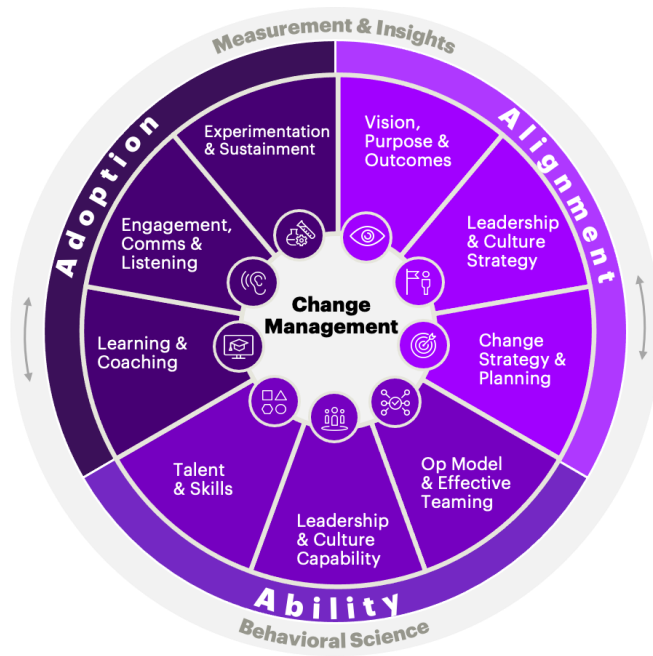


Figure 6: Accenture Change framework for successful change

5.0 Pricing

Please refer to the associated pricing document/ rate card relevant for this service.

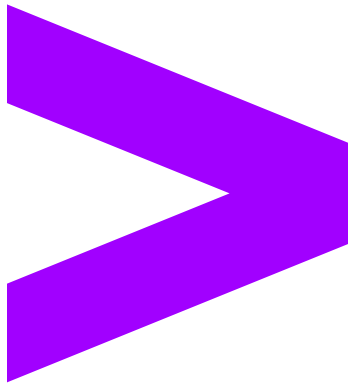
6.0 **Contacts**

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7.0 About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organisations build their digital core, optimise their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 799,420 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities



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